



MINUTES

COMMUNITY POLICE REVIEW COMMISSION

City of Riverside

March 26, 2001, 6 p.m.

Art Pick Council Chambers

Present: Commissioners Brewer, Garcia, Gardner, Goldware, Hendrick, Howe, Huerta, and Redsecker

Absent: Commissioner Egson

Chairperson Howe called the meeting to order at 6:02 p.m.

Motion was made by Commissioner Brewer and seconded by Commissioner Gardner to approve both the minutes for the February 2001 monthly meeting and the March 1st training session. The motion passed unanimously.

EXECUTIVE DIRECTOR'S REPORT / COMMENTS

Executive Director Williams

- reported that the Commission has 43 cases pending.
- asked that the commissioners notify staff when they attend community meetings.
- informed the commissioners of the new "Request to Place Item on Agenda" form.
- informed the Commission that the Policies & Procedures, which had been forwarded to Legal for review, had been returned to staff and were in the process of being updated.
- introduced Lt. Jeff Collopy, the new Internal Affairs lieutenant.

Lt. Collopy spoke briefly, saying that he was transferred from Area 1 Watch Commander to Internal Affairs about two weeks ago. He also said that he has been in law enforcement for almost 27 years in various positions. He said there have been changes in Internal Affairs due to promotions and other rearranging. He said that the Police Chief has formed an Attorney General's Compliance Task Force. Lt. Collopy said that he has been tasked with updating the Department's complaint form and policy, and creating an audit policy. He said that he has met with the Chief regarding an increase in I/A staffing and said that they are hoping to get at least one more clerical and two more sworn personnel positions.

Commissioner Howe asked who is heading the task force. Lt. Collopy said that Andy Pytlak has been assigned to that position.

Commissioner Redsecker asked if the two new positions were going to be filled from within the Department. Lt. Collopy said he's not sure how the positions will be filled, but that one will be filled by a detective and the other possibly a sergeant.

Commissioner Goldware asked if the clerical duties are computerized. Lt. Collopy said it is computerized and very detailed. He said it is more than a one-person job.

Commissioner Brewer asked if I/A is going to be handling more complaints instead of sending them back to the division. Lt. Collopy said that with the increased staff they're going to try to, but they only have three sergeants

right now and they tend to keep only the biggest investigations in I/A. He said that hopefully, with an increase in staff, the numbers will increase, but they may not increase significantly.

PUBLIC COMMENTS

Mary Shelton commented on the method in which complaints have been handled by I/A. She said that it is a serious job for both Internal Affairs and the Commission. She said the citizens are depending on the CPRC to evaluate what Internal Affairs is doing and also review RPD policy. She also commented on the need for more staffing in I/A.

GUEST SPEAKERS – Capt. Terry Osborne, Management Services, RPD & Cheri Curzon, Bureau Manager, Public Safety Communications

Capt. Osborne said that there are two separate divisions in Management Services; Records and Communications. He explained that Ms. Roz Vinson, Records Information Manager, was unable to attend tonight's meeting, but that her presentation would be made another time. He then introduced Ms. Curzon.

Ms. Curzon said that City of Riverside dispatchers are nationally recognized. She said there is an ongoing recruitment for dispatchers with written and oral exams being given every other month, noting that one in four pass each step.

Commissioner Howe asked if dispatching is a stressful job. Ms. Curzon said that it is and that a person must be suited for the job.

Ms. Curzon said they have 41 allotted positions, but that not all are filled.

Ms. Curzon said that Riverside dispatch processes all police, fire, and medical aid calls. She said that 911 calls received in 2000 totaled 139,920 and that 96.73% were answered within 10 seconds. She noted that Dispatch also received 285,746 calls on their non-emergency lines.

Commissioner Hendrick asked if they receive cooperation from the public to not use 911 unless it is an emergency. Ms. Curzon said the citizens of Riverside are well educated in the use of 911. She said that if a non-emergency call does come in on a 911 line, it can be transferred to one of the non-emergency lines in order to free the emergency line.

Commissioner Brewer commented that he was very impressed with the operation and said it is very professional.

Ms. Curzon informed the Commission of a new phone number for the reporting of graffiti. She said that the number comes through to Dispatch and they can send officers out to take pictures, which helps in identifying the perpetrators. She said that from its inception in September 2000 to year's end, Dispatch received 1,667 graffiti calls. Commissioner Hendrick noted that the RUSD is going to be working with the RPD to identify taggers. Commissioner Howe said that his church was graffitied and within 48 hours of reporting the vandalism, the graffiti was gone. Ms. Curzon said that within 24 – 48 hours of being reported, the graffiti is removed.

Ms. Curzon next talked about the vehicle demographic study that is being conducted by the RPD. She said that each time an officer makes a traffic stop, a demographic code is entered into the CAD system. She said that they have received a \$50,000 grant based on the data that has been collected. This grant will fund an Administrative Analyst position in Records. Ms. Curzon noted that the collection of this information has increased the workload for Communications. Patrol officers can enter this information on their MDT's (mobile data terminals), but motor officers don't have MDT's and have to contact Dispatch to have this information entered into the system.

Commission Goldware asked about the sequence of events in collecting the demographic information. Ms. Curzon said the officer calls in that they're on a traffic stop at a certain location, gives the vehicle's license plate

number, then completes the stop. At the conclusion of the stop, the officer gives Dispatch a code by either MDT or radio, and the call is then cleared.

Ms. Curzon stated that Dispatch is also involved with Domestic Violence/Child Abuse Mandated Reporting. Child Protective Services (CPS) is under mandate to file certain types of reports with RPD. Dispatch receives faxes from CPS regarding cases they've not had a chance to investigate. This information is entered into the CAD system, case numbers are assigned, and are then routed to Investigations for follow-up.

Ms. Curzon said that she is the agency terminal coordinator for CLETS (California Law Enforcement Telecommunications System). She manages access to these databases and is responsible for any activities on the CLETS line. She also is the primary contact with the Department of Justice for anything pertaining to the CLETS line. She said that Dispatch also processes CLETS/CJIS/NCIC transactions – vehicles, guns, property, missing persons, etc. She noted that Records and Investigations also make entries into these systems. She stated that access to these systems is based on a right/need to know.

Ms. Curzon said that Communications is responsible for all the communications equipment in the RPD, including the radio tower and repeater equipment. They manage over 3,000 pieces of communications equipment for the RPD. Commissioner Goldware asked when the changeover to the new tower will take place. Ms. Curzon said that the entire project should take about nine months, most important of which is the Box Springs site. A new building will be constructed and an OSHA-approved radio tower will be erected.

Commissioner Howe asked if Dispatch can monitor other agencies, such as UCR PD. Ms. Curzon said RPD can communicate with UCR PD and Riverside County Sheriff through a "patch." They are working on establishing a patch with Corona. There was discussion about the problems that can occur if police agencies are unable to communicate with each other in a crisis situation, referring specifically to a bank robbery in Norco in 1980 in which the inability to communicate between police agencies contributed to the death of an officer. Ms. Curzon said that the needs of all agencies must be considered when trying to standardize communications. She said that RPD is in the process of implementing a STAT alert. This allows Dispatch to see radio ID's on the computer screen every time a microphone is keyed. Ms. Curzon said that if another agency is working with RPD in the form of a task force, they will do everything they can to ensure good communication between everyone involved.

Commissioner Huerta asked if the equipment Communications maintains is for RPD and Fire. Ms. Curzon said the equipment is for RPD only and that Fire maintains their own equipment. Commissioner Huerta asked if Fire calls are split from Police calls. Ms. Curzon said that the types of calls that are handled rotate around the Dispatch center and that the dispatchers are all cross-trained. Commissioner Huerta asked if Communications does priority dispatching for medical. Ms. Curzon said they don't, but they are able to do pre-arrival instructions. She said they are not EMD certified, but that is one of the programs on which the training supervisor is working.

Mr. Williams asked how many channels they have. Ms. Curzon said they have five frequencies that are repeated and used for RPD.

Ms. Curzon said that Communications is actively involved in the recruitment, hiring, and training of public safety dispatchers. Applicants take written and oral examinations and go through extensive background checks. Successful candidates are sent to 120 hours of POST (Peace Officer Standardized Training) Basic Dispatch Academy and nine months of on-the-job training. Commissioner Hendrick asked if she knew the personnel retention stats. Ms. Curzon apologized for not having that information, but noted that if a candidate goes through the rigorous training, they rarely leave unless it is for a life-style change or a more flexible position. She did note that dispatchers often become police officers.

Ms. Curzon reviewed the awards received by various dispatchers and Riverside's Communications Center.

Ms. Curzon next spoke about the current Public Safety Communications projects. All current radio sites are being renovated and a new site is being built in Orangecrest in partnership with Public Utilities and Fire. Commissioner Goldware asked if another firm would be using the old Box Springs tower and if so, would they go "online" before RPD is offline. Ms. Curzon said the new user of the old tower wouldn't come online until RPD is off and RPD can be assured that there will be no impact on public safety and other city government communications. Commissioner Gardner asked if the upgrades will take care of the communications "holes" that currently exist. Ms. Curzon said that the only area that won't be covered is an area by the river bottom near Crestlawn Cemetery. A site near this area is being researched for an additional repeater site to eliminate this "hole."

Ms. Curzon said that another project they're working on is to get wireless 911 calls into Dispatch by July 2001. Currently, CHP handles 20,000 of their calls per month. The system has been upgraded to handle numbers up to 20 digits and will begin taking wireless calls into Dispatch as soon as the state gives the okay. The caller's number will be known, but not their location. Eventually, cell providers will have to give the caller's location either by GPS or triangulation.

Ms. Curzon said they are in the process of replacing the MDT's with mobile data computers. They are also in the process of upgrading the uninterrupted power supply. RPD is currently looking for a new CAD system including automated vehicle locator and mapping software. This will help improve response time by downloading the quickest response route to the officer's computer.

Ms. Curzon said that Communications is involved in community presentations such as 911 Presentation at elementary schools, Crime-Free Multi-Housing, and Mayor's Night Out. They also give instructions at Citizen's Police Academy.

Mr. Williams asked how many, out of the 35 people who recently tested, will actually make it to Dispatch. Ms. Curzon said that test group will yield about one or two people. She said this is because of the very high standards of Riverside's Communications Division.

Capt. Osborne said the complaints go through the Dispatch center and are entered into the CAD system. Ms. Curzon said that last year, Communications personnel took 20 citizen complaints and of those 20, eight were sustained. She said that all incoming lines and radios are recorded. She said that most of the complaints they receive are for rudeness.

Commissioner Gardner asked whom they should now contact for ride-alongs. Capt. Osborne said the new contact is Steve Bradshaw at Mark Boyer's old number.

The Commission adjourned at 7:30 p.m.

Respectfully submitted,

PHOEBE SHERRON
Administrative Clerk